

MCO grievance procedure

- A. Written policies and procedures which detail what the grievance system is and how it operates.
- B. Contact person in the MCO's office to receive complaints and be responsible for routing and processing.
- C. An informal grievance process which enrollees can use to make verbal complaints, to ask questions, and get problems resolved without going through the formal, written grievance process.
- D. Formal grievance process which enrollees can use to complain in writing.
- E. A mechanism to inform enrollees about the existence of the formal and informal grievance processes.
- F. A mechanism to respond to written complaints in writing within 10 days of receipt of complaint. In cases of emergencies, than expedited response must be made by the next business day.
- G. A mechanism by which enrollees can appeal any negative response to their complaint to the board of directors of the MCO. The MCO board of directors may delegate this authority to review appeals to a grievance appeal committee, but the delegation must be in writing. In either case, enrollees must be informed of the MCO's final decision, in writing, within 30 days of receipt of complaint.
- H. A record keeping system for informal (verbal) grievances in the form of a written "log" which includes a short, dated summary of the problem, the response, and the resolution.
- I. A record keeping system for formal (written) grievances which includes a copy of the original grievance, the response, the resolution, and the date of the quarterly report that was sent to the NDDHS and that included a summary of the grievance.
- J. A mechanism to provide written notice to the enrollee who complains, at the time of the final grievance decision, that, if the final grievance decision is adverse to the enrollee:
 - 1. The enrollee has the right to appeal the decision to the NDDHS, in writing, within 15 days of the mailing of the adverse final grievance decision;
 - 2. The enrollee has the right to request that the hearing before the NDDHS be de novo; and
 - 3. The adverse final grievance decision will be implemented pending the agency appeal.